

## RFP Questions and Clarifications Memorandum

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**To:** Vendors Responding to RFP Number 4292 for Delta State University (DSU)  
**From:** David C. Johnson  
**Date:** June 18, 2021  
**Subject:** Responses to Questions Submitted and Clarifications to Specifications  
**Contact Name:** Sheila Kearney  
**Contact Phone Number:** 601-432-8138  
**Contact E-mail Address:** [Sheila.Kearney@its.ms.gov](mailto:Sheila.Kearney@its.ms.gov)

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**RFP Number 4292 is hereby amended as follows:**

**1. Title page, INVITATION is modified as follows:**

INVITATION: Proposals, subject to the attached conditions, will be received at this office until ~~June 11, 2021~~ June 25, 2021 @ 3:00 p.m. Central Time for the acquisition of the products/services described below for **Delta State University**.

**2. Title page, second box is modified as follows:**

<p><del>Jill Chastant</del> <u>Sheila Kearney</u> Technology Consultant Information Technology Services 3771 Eastwood Drive Jackson, MS 39211 (601) 432-8214 <u>8138</u> <u>Sheila.Kearney</u> <del>Jill.Chastant</del>@its.ms.gov</p>
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**3. Title page, third box is modified as follows:**

<p>PROPOSAL, SUBMITTED IN RESPONSE TO RFP NO. 4292 due <del>June 11, 2021</del> <u>June 25, 2021 @ 3:00 p.m.</u>, ATTENTION: <del>Jill Chastant</del> <u>Sheila Kearney</u></p>
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**4. Section II Proposal Submission Requirements, Item 14.1 is amended as follows:**

The State's contact person for the selection process is: ~~Jill Chastant~~, Sheila Kearney, Technology Consultant, 3771 Eastwood Drive, Jackson, MS 39211, 601-432-8214 8138, ~~Jill.Chastant@its.ms.gov~~ Sheila.Kearney@its.ms.gov.

5. **Section VII Technical Specifications, Item 1 is amended as follows:**

<b>Task</b>	<b>Date</b>
Open Proposals	<del>06/11/21</del> 06/25/21
Evaluation of Proposals	<del>06/11/21</del> 06/25/21
ITS Board Presentation	07/15/21

6. **Exhibit A, Standard Contract, Article 1, PERIOD OF PERFORMANCE, Item 1.1 is being modified to read:**

Unless this Agreement is extended by mutual agreement or terminated as prescribed elsewhere herein, this Agreement shall begin on the date it is signed by all parties and shall continue until the close of business on October 31, 2025~~6~~.

7. **Exhibit A, Standard Contract, Article 3.1, CONSIDERATION AND METHOD OF PAYMENT, is being modified to read:**

As consideration for the performance of this Agreement, Customer shall pay Contractor monthly for the actual ~~number of hours worked~~ services provided. It is understood by the parties that travel, subsistence and any related project expense are included. No additional costs will be added to the monthly invoices for such expenses. IT is expressly understood and agreed that in no event will the total compensation to be paid hereunder exceed the specified sum of **\$TOTAL COMPENSATION**. Contractor shall keep daily records of the actual ~~number of hours worked~~ services provided and of the tasks performed and shall immediately supply such records to Customer upon request.

8. **Exhibit A, Standard Contract, ARTICLE 40, CHANGE ORDER RATE AND PROCEDURE, is being added as follows:**

**40.1** It is understood that the State may, at any time by a written order, make changes in the scope of the project. No changes in scope are to be conducted or performed by the Contractor except by the express written approval of the State. The Contractor shall be obligated to perform all changes requested by the Customer, which have no price or schedule effect.

**40.2** The Contractor shall have no obligation to proceed with any change that has a price or schedule effect until the parties have mutually agreed in writing thereto. Neither the State nor the Contractor shall be obligated to execute such a change order; and if no such change order is executed, the Contractor shall not be obliged or authorized to perform services beyond the scope of this Agreement and the contract documents. All executed change orders shall be incorporated into previously defined deliverables.

**40.3** With respect to any change orders issued in accordance with this Article, the Contractor shall be compensated for work performed under a change order according to the hourly change order rate of **\$INSERT AMOUNT** or **specified in the attached Exhibit A**. If there is a service that is not defined in the change order rate, the Contractor and the State will negotiate the rate. The Contractor agrees that this change order rate shall be a "fully loaded" rate, that is, it includes the cost of all materials, travel expenses, per diem, and all other expenses and incidentals incurred by the Contractor in the performance of the change order. The Contractor shall invoice the Customer upon acceptance by the Customer of all work documented in the change order, and the Customer shall pay invoice amounts on the terms set forth in this Agreement.

40.4 Upon agreement of the parties to enter into a change order, the parties will execute such a change order setting forth in reasonable detail the work to be performed thereunder, the revisions necessary to the specifications or performance schedules of any affected project work plan, and the estimated number of professional services hours that will be necessary to implement the work contemplated therein. The price of the work to be performed under any change order will be determined based upon the change order rate; however, the change order will be issued for a total fixed dollar amount and may not be exceeded regardless of the number of hours actually expended by the Contractor to complete the work required by that change order. The project work plan will be revised as necessary.

40.5 The Contractor will include in the progress reports delivered under this Agreement, the status of work performed under all then current change orders.

40.6 In the event the Contractor and the State enter into a change order which increases or decreases the time required for the performance of any part of the work under this Agreement, the Contractor shall submit to the Customer a revised version of the project work plan, clearly indicating all changes, at least **five (5) working days** prior to implementing any such changes.

40.7 The Customer shall promptly review all revised project work plans submitted under this Agreement, and shall notify the Contractor of its approval or disapproval, in whole or in part, of the proposed revisions, stating with particularity all grounds for any disapproval, within **ten (10) working days** of receiving the revisions from the Contractor. If the Customer fails to respond in such time period or any extension thereof, the Customer shall be deemed to have approved the revised project work plan.

**9. Attachment A, I.G. Vendor Qualifications, Item 40 is being modified to read:**

40. Vendor must provide company name, principal owner, address, telephone number, fax number, state of incorporation, and name of person to contact. Vendor must confirm adherence to the following requirements and provide specific details that substantiate how the Vendor and the resources proposed meet each of the requirements:

- a. All systems and systems support for the University must follow all applicable local, state, and federal laws.
- b. Any supported system must be managed by the Vendor in a way that does not violate Family Educational Rights and Privacy Act (FERPA) and Gramm–Leach–Bliley Act (GLBA) regulations.
- c. All services provided by the Vendor must allow DSU to be and remain in compliance with the State of Mississippi’s Enterprise Security Policy and the State of Mississippi’s Enterprise Cloud and Offsite Hosting Security Policy.
- d. For any access Vendor is provided to systems at DSU, the Vendor will be required to provide evidence to DSU that appropriate security safeguards have been implemented and are maintained to protect all university systems.

- e. Per rule 1.4 of the State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy, at no time shall any data or processes which either belongs to or are intended for the use of State or its officers, agents, or employees be copied, disclosed, or retained by the Service Provider or any party related to the Service Provider for subsequent use in any transaction that does not include the State.
  - f. Per rule 1.4 of the State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy, the Vendor shall not store or transfer State data outside of the United States. This includes backup data and Disaster Recovery locations.
  - g. Any access granted to subcontractors must follow the rules outlined in the original RFP and be identified to DSU in writing. If subcontractors are hired after the initial contract, then those subcontractors will also be subject to the terms, conditions, and requirements outlined in the original RFP.
  - h. Per RFP 4292 Section III, Vendor Information, Item 14 Vendor Personnel, RFPs including professional services specifications requires Vendors to provide and/or certify the following for each individual included in the Vendor's proposal: 14.4 That the individual is a U.S. citizen or that the individual meets and will maintain employment eligibility requirements in compliance with all United States Citizenship and Immigration Services (USCIS) regulations. The Vendor must provide evidence of identification and employment eligibility prior to the award of a contract that includes any personnel who are not U. S. citizens.
10. **Attachment A, II.G. General Technology Management and Administration, Item 105 and 105 a. is being modified to read:**
- MANDATORY:** Vendor will provide ~~a not-to-exceed cost for eighty (80) hours of on-site or~~ and virtual hourly rates for knowledge transfer to assist DSU during the transition from an outsourced IT department to an inhouse IT department. These rates must be provided in Section VIII Cost Information Submission, Knowledge Transfer Rate Table.
- a. The State will only pay for knowledge transfer hours used, which will not exceed eighty (80) hours per person per position.
11. **Attachment A, II.G. General Technology Management and Administration, Item 108 Communication, d. i. is being modified to read:**
- Define the SLA's of each group as it pertains to case management and case priority. Vendor should provide a list of their standard SLAs used for an engagement of similar scope and size. The State will negotiate with the awarded Vendor to establish mutually agreed upon SLAs to govern these services.
12. **Section VIII Cost Information Submission is being replaced in its entirety with Revised – Section VIII Cost Information.**

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

<b>Vendor Question No.</b>	<b>Verified RFP Cite</b>	<b>Question/Answer</b>
<b>Question 1</b>	General	Do you require system support to be managed by citizens of a certain country, or be delivered from a certain country?
<b>Response</b>		<b>No, so long as the Vendor meets all of the requirements in Amendment Number 9 above.</b>
<b>Question 2</b>	General	Do you require background checks for the personnel supporting all or part of the in-scope environment? If so, to what extent?
<b>Response</b>		<b>No, DSU does not require background checks for personnel supporting the in-scope requirement, but the awarded Vendor must not utilize any staff members, including sub-contractors, to fulfill the obligations of the contract who have been convicted of any crime of dishonesty. The awarded Vendor shall promote and maintain an awareness of the importance of securing and maintaining the confidentiality of the State's information among the awarded Vendor's employees and agents.</b>
<b>Question 3</b>	General	Do you require any security clearances for the personnel supporting all or part of the in-scope environment? If so, to what extent? Secret? Top Secret? Are there any restrictions regarding the countries used for service delivery?
<b>Response</b>		<b>DSU does not require security clearance for personnel. See Amendment Number 9 above for requirements regarding countries used for service delivery.</b>
<b>Question 4</b>	General	For changes in the environment such as increase/decreases in the volumes, is there a change control process in place?
<b>Response</b>		<b>Change control is handled through the current work order system provided by the current Vendor. Approval for change control is also provided through established controls in the work order system. If the awarded Vendor does not have a work order solution for this engagement, DSU will procure a work order system in accordance with the Vendor's recommendation.</b>
<b>Question 5</b>	General	Does DSU permit Vendors to submit RFP responses via email or uploading to an on-line repository, as an alternative to USB Drive?
<b>Response</b>		<b>No. Vendors cannot submit responses via email or on-line repository. Vendors must submit one response of a complete proposal, including all</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
		sections and exhibits on a USB flash drive. Vendor must include in the package with the USB the Submission Cover Sheet and Configuration Summary with an original signature in blue ink. A scanned signature or e-signature is not acceptable.
Question 6	General	How is the impact of inflation to be handled? Vendor proposes the implementation of an Economic Change Adjustment (ECA)/Cost of Living Adjustment (COLA) clause.
Response		<b>Inflation costs should be reflected in the Vendor's proposed annual costs for years two through five.</b>
Question 7	DSU RFP B. General Overview #11 Page 3/22	Do we have to be able support Banner in any capacity in order to respond to the RFP?
Response		<b>Yes. Requirements for supporting Banner are included in the RFP.</b>
Question 8	DSU RFP I. General Page 3/22	Do we have to include a response and a solution for the entirety of the RFP? Can we only provide responses for the portions applicable to us? If we don't provide detailed responses for services we don't offer, will we be disqualified?
Response		<b>DSU strongly prefers a response to the RFP in its entirety. The purpose and intent of this procurement is to identify and enter into a Professional Services Agreement with a Vendor who can provide all of the services outlined in this RFP for a 5-year term. Proposals meeting fewer than 80% of the requirements in the non-cost categories may be eliminated from further consideration. Failure to provide the information requested for items will result in the Vendor receiving a lower score for those items, or at the State's sole discretion, being subject to disqualification.</b>
Question 9	Section 1 Page 1, 2	The vendors are required to submit their responses via USB enclosed in a sealed package to the below address. If so, how shall we be updated about its receipt? <div style="border: 1px solid black; padding: 10px; text-align: center; margin: 10px auto; width: fit-content;">3771 Eastwood Drive Jackson, MS 39211</div>
Response		<b>Vendors are not notified of the receipt of packages at ITS. Vendors may contact the State's contact person for this RFP to confirm receipt prior to the proposal opening date and time. A Register of Proposals listing all valid respondents will be posted to the ITS website after the RFP opening.</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
<b>Question 10</b>	RFP 4292: Section III: 14.4 Page 12	In the pursuit to provide a cost-effective and best pricing, does the University allow resources offshore or nearshore? or only resources maintaining current USCIS eligibility status are eligible?
<b>Response</b>		<b>It is expected that the awarded Vendor provide both onsite and remote individuals to support this service. Vendors and the resources proposed must adhere to the requirements specified in Amendment Number 9 above.</b>
<b>Question 11</b>	Cost Information Submission Page 38-39/56	Please provide a description of the roles listed in the "function" column.
<b>Response</b>		<b>Job titles are standard for the IT industry and should provide enough description for this item. All job titles proposed for this project should have the appropriate knowledge and experience to support the applications and equipment described in this RFP.</b>
<b>Question 12</b>	ITS RFP Response Checklist Page 2/56	Can we submit our response electronically instead of on a USB?
<b>Response</b>		<b>No. Vendors cannot submit responses electronically. Vendors must submit one response of a complete proposal, including all sections and exhibits on a USB flash drive. Vendor must include in the package with the USB the Submission Cover Sheet and Configuration Summary with an original signature in blue ink. A scanned signature or e-signature is not acceptable</b>
<b>Question 13</b>	DSU RFP Page 8/22	Vendor must indicate Vendor's ability to provide a long-term commitment to the project (e.g. current and projected workloads). Vendor key personnel should arrange to reside locally near Cleveland, MS. Is the local requirement relevant at this time?
<b>Response</b>		<b>Yes, the local requirement is relevant at this time. Onsite employees are expected to report to the campus to work.</b>
<b>Question 14</b>	18. Inclusion of Subcontract Agreements RFP Page 18	Inclusion of Subcontract Agreements: "Copies of any agreements to be executed between the Vendor and any subcontractors must be included in the Vendor's proposal." Please confirm that draft agreements, which may include pricing or scope(s) of work that are subject to change, are acceptable for submission.
<b>Response</b>		<b>Yes draft agreements with subcontractors are acceptable to meet this requirement.</b>
<b>Question 15</b>	Section VI: RFP Questionnaire	RFP Questionnaire: Please confirm that only the Vendor (Prime Contractor) is required to be registered as a

Vendor Question No.	Verified RFP Cite	Question/Answer
	RFP Page 28	Vendor with the State and possess a MAGIC number. Elsewhere in the solicitation, we were instructed to treat all references to Vendor as Vendor and all subcontractors, but we are unclear as to whether this requirement is only for the Prime Contractor.
<b>Response</b>		<b>The Prime Contractor is the only Vendor required to be registered with the State of Mississippi and possess a MAGIC number. The MAGIC number will be used for payment.</b>
<b>Question 16</b>	Section VIII; Cost Information Submission RFP Page 35	Please clarify the following in terms of additional level of detail required: "The matrix must be supplemented by a cost itemization fully detailing the basis of each cost category. The level of detail must address the following elements as applicable: item, description, quantity, retail, discount, extension, and deliverable."
<b>Response</b>		<b>While the Cost Information Submission matrix captures Vendor costs at a summary level, the State requires supplemental documentation that clearly provides the components that comprise each line item in the cost matrix. This level of detail must include all details, i.e. item, description, quantity, retail, discount, extension, and deliverable as applicable.</b>
<b>Question 17</b>	Section VIII; Cost Information Submission RFP Page 35	Please define column entitled: Quantity of Position.
<b>Response</b>		<b>Quantity of Position is the number of employees that the Vendor anticipates staffing for each position.</b>
<b>Question 18</b>	Section VIII; Cost Information Submission RFP Page 35	Need additional clarity on this column as work may be performed by a number of job roles. "List the job title of the required resources required to perform the work below - Example (Desktop Support Person)"
<b>Response</b>		<b>Vendors should list the primary function of each individual based on what each will be primarily assigned to complete. The total number of employees for onsite should add up to the total number of employees that will be staffed onsite. For remote employees it is understood that many vendors will use a pooled resource group. Pooling of resources is understood, however the total positions (FTEs) needed should match the time allocated for these positions and the rate should be allocated for those positions.</b>
<b>Question 19</b>	Section VIII; Cost	Can you please provide more details on the Administration focus area in terms of scope and scale?



<b>Vendor Question No.</b>	<b>Verified RFP Cite</b>	<b>Question/Answer</b>
	Information Submission RFP Page 35	
<b>Response</b>		<b>Administration includes oversight and management of the proposed resources for this RFP, as well as making sure that all components of the resulting contract are met and adhered to by the winning vendor. Information pertaining to administrative duties can be found in Attachment A</b>
<b>Question 20</b>	Section VIII; Cost Information Submission RFP Page 35	Can you please provide more details on the Security focus area in terms of scope and scale?
<b>Response</b>		<b>It is the awarded Vendor's responsibility to follow the applicable security standards and protocols to provide a safe and secure IT environment on campus. Additional details are provided on page 17 of Attachment A, Item 116.</b>
<b>Question 21</b>	Section VIII; Cost Information Submission RFP Page 35	Is there a separate charging mechanism for implementation/transition costs? i.e 'Other'?
<b>Response</b>		<p><b>The state considers implementation to be the migration of IT support from the current vendor to the awarded vendor. Any fees associated with implementation should be reflected in the "Other" categories of the appropriate focus area line items in Year 1 costs.</b></p> <p><b>The state considers transition to be the migration of outsourced IT support to inhouse support as outlined in Items 104 and 105 of Attachment A. The transition costs should be included in the Knowledge Transfer and Change Order Rate Table in Revised - Section VIII, Cost Information Submission. See Amendment Numbers 8, 10, and 12 above.</b></p>
<b>Question 22</b>	Section VIII; Cost Information Submission RFP Page 35	For the functions listed in the Hourly Rate table, what level of experience for each should be assumed?
<b>Response</b>		<b>DSU anticipates that the Vendor will staff each position with a qualified person to handle the services required for that position as described in this RFP. Any failure of the Vendor to successfully provide the required services could result in the state</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
		<b>requiring the Vendor to replace staff or risk a breach of contract.</b>
<b>Question 23</b>	Exhibit A, Article #39 Force Majeure RFP Page 55	“(e) Customer may terminate the Agreement in whole or in part for any reason without the assessment of any penalties after giving thirty (30) days written notice specifying the effective date thereof to Contractor.” How would the vendor be compensated for any balance sheet or wind down exposure in the event of a Termination for Force Majeure?
<b>Response</b>		<b>Since this is a services-based contract, no additional compensation (wind down costs, etc.) is allowed beyond the State paying for all services rendered prior to the termination of the Contract.</b>
<b>Question 24</b>	Exhibit A, Article 10.1 RFP Page 48	“(e) Customer may terminate the Agreement in whole or in part for any reason without the assessment of any penalties after giving thirty (30) days written notice specifying the effective date thereof to Contractor.” How would the vendor be compensated for any balance sheet or wind down exposure in the event of a Termination for Convenience?
<b>Response</b>		<b>The State will pay for all services rendered prior to the termination of the Contract.</b>
<b>Question 25</b>	Exhibit A, Article 3.1 RFP Page 45	Consideration and Method of Payment states: “As consideration for the performance of this Agreement, Customer shall pay Contractor monthly for the actual number of hours worked.” It’s not clear how this translates to the pricing structure as reflected in Section VIII Cost Information Submission template, can you please clarify?
<b>Response</b>		<b>The total rate of pay should be calculated on the cost sheet to include the total monthly payment for services needed to perform the duties requested. Hourly rates are requested for Knowledge Transfer Services and for adding additional resources on a temporary basis via change orders. See Amendment Numbers 7, 8, 10, and 12 above.</b>
<b>Question 26</b>	Exhibit A, Article 3.2 RFP Page 45	Customer agrees to make payment in accordance with Mississippi law on “Timely Payments for Purchases by Public Bodies”, Section 31-7-301, et seq. of the 1972 Mississippi Code Annotated, as amended, which generally provides for payment of undisputed amounts by Customer within forty-five (45) days of receipt of the invoice. Contractor understands and agrees that Customer is exempt from the payment of taxes. How are disputed amounts handled? Can we confirm tax exemption certificate?
<b>Response</b>		Mississippi Law Section 31-7-305(4)(a) states: “In the event of a bona fide dispute as to an invoice, or any portion thereof, the dispute shall be settled within thirty

Vendor Question No.	Verified RFP Cite	Question/Answer
		<p>(30) days after interest penalties could begin to be assessed, if it were not for the dispute.” RFP Section IV, Legal and Contractual Information, Item 7.5 states: “Any contract negotiated under this RFP will be governed by and construed according to the laws of the State of Mississippi. Venue for the resolution of any dispute shall be Jackson, Hinds County, Mississippi.”</p> <p><b>The ITS Handbook, Part 2, Chapter 2, FAQs, page 37 states: “There is a tax exempt letter on file in the ITS Business Office from the Mississippi Department of Revenue that exempts ITS from sales tax under Section 27-65-105A of Mississippi Code. If more information is needed, contact the project manager. The project manager’s contact information is included on the cover page of the RFP.”</b></p>
<b>Question 27</b>	Attachment A: Detailed Specifications, Item 26 Page 3	Is the institution planning to outsource the 4 primary areas listed in Item 26 to different vendors or all of them to one single vendor? Or would DSU entertain a consortium response?
<b>Response</b>		<b>No, DSU is not planning to outsource the 4 primary areas to different vendors. DSU plans to award to a single vendor who can provide all of the services described in this RFP. That awarded Vendor will be designated the prime contractor in the proposal, and as such, shall be solely responsible for all products/services offered in the proposal and for the fulfillment of the contract with the State (example- corporation, limited partnership, minority business enterprise, etc.).</b>
<b>Question 28</b>	Attachment A	Would you want us to categorically respond to each item from 40-128? or can our responses encompass all of these in a different pattern? Can you please help us understand how we may craft our responses?
<b>Response</b>		<b>Yes, Vendors should provide a response to <u>each</u> item from 40 – 128 in the manner described in I. GENERAL, A. How to Respond, of Attachment A. Failure to do so may at the State’s sole discretion result in a Vendor’s proposal being subject to disqualification.</b>
<b>Question 29</b>	Attachment A, Item 42 Page 5	We are planning to respond as a consortium or alliance with other firms that happen to be minority-owned and women-owned. A detailed sub-contract shall also be submitted in the proposal. Does this suffice for the “structure of vendor ownership?”

Vendor Question No.	Verified RFP Cite	Question/Answer
Response		<b>No, this does not suffice for the structure of Vendor ownership. The awarded Vendor will be designated the prime contractor in the proposal, and as such, shall be solely responsible for all products/services offered in the proposal and for the fulfillment of the contract with the State. (example-corporation, limited partnership, minority business enterprise, etc.). In addition to providing an explanation of the structure of the prime Vendor's ownership, Vendor must also include drafts of subcontractor agreements with the consortium/other firms.</b>
<b>Question 30</b>	Attachment A Item #17 Page 2	Is Delta State seeking to have the same number of 100% assigned, on-site resources that are specified in the "Current Organizational Chart"? That appears to be 15 resources; whereas those identified as "Remote" are assumed to not be on-site and are likely a team of shared, partial resources. Is there an interest in any of the currently on-site functions being provided via a remote or shared model in order to gain access to practices used at other universities?
Response		<b>The Current Organizational Chart depicts the number of onsite resources necessary to meet DSU's service requirements. As such, DSU is not interested in a shared-model which would attempt to provide services remotely that DSU requires being performed on-site.</b>
<b>Question 31</b>	Attachment A Item #104 Page 14	Which IT services does Delta State wish to insource, and in what approximate period of time?
Response		<b>While DSU anticipates a phased approach, the time frame has not yet been determined. DSU will work with the Awarded Vendor on a transition plan.</b>
<b>Question 32</b>	Attachment A Page 20/20	Are you able to provide any diagrams, inventories, circuit info or configuration information?
Response		<b>Due to security concerns, network diagrams are not provided as a part of the RFP documentation.</b>
<b>Question 33</b>	III. Implementation Requirements – Statement of Work Page 20-21/22	Please provide guidance on what you'd like included in the statement of work.
Response		<b>See Attachment A, III. Implementation Requirements – Statement of Work, numbers 122 through 128 for more details. Item 122 requires Vendors to submit with their proposal response a preliminary PMP which at a minimum includes the components outlined in items 123-127.</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
Question 34	Backup	Can we get details on what exactly is being backup? Servers only or everything from desktops to laptops to servers?
Response		<b>Servers only are backed up to the University Data Domain.</b>
Question 35	Backup	What is the current backup environment? (SW & HW)
Response		<b>The University has an existing Data Domain that is backed up with VDP. A migration is underway to change backup software to either Veeam or Cohesity.</b>
Question 36	Backup	Is using the cloud an option?
Response		<b>The University currently has its own private cloud and is not looking at cloud as a part of this RFP.</b>
Question 37	Backup	What is the RPO and RTO for each device being backed up?
Response		<b>The awarded Vendor will utilize the existing University hardware and software for backups. If the Vendor perceives issues with any university hardware that could affect business functions (including RPO and RTO), it is the Vendor's responsibility to make recommendations to DSU for the procurement of new hardware.</b>
Question 38	Backup	What is the backup schedule?
Response		<b>Nightly incremental with Weekly/Monthly full backups.</b>
Question 39	Backup	What is the backup window on a day-to-day basis?
Response		<b>Nightly backups execute to completion each night. There have been no issues of backups not completing due to speed or volume of data. Since backups do not require system downtime, DSU does not have a backup window defined.</b>
Question 40	Backup	How much data is being backup currently on a daily/weekly/monthly basis?
Response		<b>The University currently has about 20TB total compressed backup space used.</b>
Question 41	Backup	How long is the backup data to be kept for?
Response		<b>The University backup schedule is nightly, weekly, monthly, and annually.</b>
Question 42	Backup	Is there a need for an air-gapped option?
Response		<b>The University is continually investigating all security options for backups, as well as other systems and implements based on availability of resources and funding.</b>
Question 43	Backup	Does the backup data need to be replicated to a DR/secondary location?
Response		<b>In the future yes, but this is not a current process. Discussion on replication will occur with the awarded Vendor.</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
<b>Question 44</b>	Backup	What is the current DR/Failover strategy today?
<b>Response</b>		<b>The University has a DR Plan that if needed will be enacted. The University is in the process of planning for a secondary hot site and will continue planning with the awarded Vendor.</b>
<b>Question 45</b>	Backup	Are only the VMs to be backed up? Or the VMs and Data inside each VM to be backup as well?
<b>Response</b>		<b>All VM's and data are backed up following the same backup schedule.</b>
<b>Question 46</b>	Backup	Are all the devices to be backed up at the same location?
<b>Response</b>		<b>Yes, all devices to be backed up are in the same location.</b>
<b>Question 47</b>	Backup	What Hypervisors are being used?
<b>Response</b>		<b>VMWare.</b>
<b>Question 48</b>	Backup	How many VMs?
<b>Response</b>		<b>Approximately 120.</b>
<b>Question 49</b>	Backup	How many physical devices/number of hosts?
<b>Response</b>		<b>The University has a primary and has purchased a secondary/backup Cisco UCS. VMWare has 8 hosts.</b>
<b>Question 50</b>	Backup	NAS Shares?
<b>Response</b>		<b>There are zero NAS Shares.</b>
<b>Question 51</b>	Backup	Types of databases to be backed up?
<b>Response</b>		<b>SQL and Oracle (RMAN) will be backed up.</b>
<b>Question 52</b>	Backup	Total DB TBs?
<b>Response</b>		<b>The databases are backed up to the existing EMC Data Domain, and space is allocated with enough growth for a minimum of three years. An estimate of 5TB of database storage is used on the EMC Data Domain.</b>
<b>Question 53</b>	Backup	Total Log TBs?
<b>Response</b>		<b>The 5 TB of database storage on the EMC Data Domain includes the log file backups.</b>
<b>Question 54</b>	Backup	Number of databases?
<b>Response</b>		<b>There are 12 databases, 10 SQL, and 2 Oracle databases.</b>
<b>Question 55</b>	Backup	Clustered?
<b>Response</b>		<b>No.</b>
<b>Question 56</b>	Backup	Office365 to be backed up? 1. How many users/mailboxes? 2. Total Provisioned TBs?
<b>Response</b>		<b>The University uses Barracuda to automatically backup the O365 environment.</b>
<b>Question 57</b>	Backup	Any Cloud IaaS VMs? 1. If Yes, total number of IaaS VMs?

Vendor Question No.	Verified RFP Cite	Question/Answer
		2. TBs consumed on the Cloud 3. Which cloud provider?
<b>Response</b>		<b>No, DSU does not have any Cloud laas VMs.</b>
<b>Question 58</b>	Backup	Estimated annual growth rate?
<b>Response</b>		<b>The estimated annual growth rate is 20%.</b>
<b>Question 59</b>	Backup	Estimated daily change rate?
<b>Response</b>		<b>DSU incremental backups are stored on the EMC Data Domain, with space allocated to accommodate enough growth for a minimum of 3 years.</b>
<b>Question 60</b>	Backup	Estimated monthly change rate?
<b>Response</b>		<b>DSU monthly backups are stored on the existing EMC Data Domain, with space allocated to accommodate enough growth for a minimum of 3 years.</b>
<b>Question 61</b>	I.B. General Overview and Background #13 Attachment A Page 2	In statement 13, RFP states that the contract term is for 5 years, starting on October 1, 2021. However, in the document "4292 RFP Response Requirements", Article 1, Period of Performance, it says that the agreement will end in October 31, 2025. Please, clarify the term of this agreement.
<b>Response</b>		<b>See Amendment Number 6 above. The period of performance should state through October 31, 2026.</b>
<b>Question 62</b>	I.B. General Overview and Background #16 Attachment A Page 2	Statement 16 of the RFP says that vendor has to provide additional resources to meet project demands. In order to correctly plan for the correct staff and skills, please provide na estimate number of hours (monthly or yearly) needed for each of the areas mentioned: IT planning, programming, network configuration and administration, training, and instructional technologies.
<b>Response</b>		<b>This will be based on the project load agreed upon by the awarded Vendor and DSU. For example, if the awarded Vendor agrees to a roll out X number of computers and needs additional personnel because agreed upon timelines were not met, then the awarded Vendor would provide additional resources to meet the deadline at no additional cost to DSU.</b>
<b>Question 63</b>	I.B. General Overview and Background #16 Attachment A Page 2	Provide the estimate number of hours (per month or per year) that the vendor should account for, related to Instructional Technology Services and Faculty Training Services. Also, state what are the most common technologies that require the students/staff to be trained.
<b>Response</b>		<b>See Attachment A, pages 10 and 11, Item D for a description of services required for Instructional Technology Services. Training is provided by the two onsite positions currently staffed by the Vendor as a part of their normal job duties. Technologies supported by the Instructional Technology staff</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
		<b>include Instructure Canvas, Quality Matters, Zoom, and other instructional technologies as needed.</b>
<b>Question 64</b>	I.B. General Overview and Background #16 Attachment A Page 2	Regarding the project efforts stated in article 16 "16. Vendor will be expected to provide at no cost, on an as-needed basis, complementary and concurrent support resources able to meet project demands and requirements in such areas as IT planning, programming, network configuration and administration, training, and instructional technologies." Please clarify further what is required and how this will be reflected within our price proposal?
<b>Response</b>		<b>This will be based on the project load agreed upon by the awarded Vendor and DSU. For example, if the awarded Vendor agrees to a roll out X number of computers and needs additional personnel because agreed upon timelines were not met, then the awarded Vendor would provide additional resources to meet the deadline at no additional cost to DSU.</b>
<b>Question 65</b>	I.B. General Overview and Background #17 Attachment A Page 2	When DSU states that " <i>The Vendor is expected to assign all currently filled positions to the University site on a permanent basis and not transfer or share these staff members with other entities</i> ", does DSU expect that the vendor rebadge/hire all the existing members currently working at the University site? If yes, please provide details such as compensation, role, benefits, start date of employment, location of work, and other RH details for each of the members in-scope for this operation
<b>Response</b>		<b>DSU requires the Vendor to propose employees for the positions requested in the RFP. Staff assigned to the DSU campus should be maintained on the DSU campus and not shared between multiple locations. This creates an efficiency in assigned work as the staff will be familiar with the campus. The existing staff are employees of the current Vendor. Any proposal to rehire existing staff will be at the discretion of the awarded Vendor and will have to be negotiated between the awarded Vendor and the individuals. The University cannot require the hiring of current staff.</b>
<b>Question 66</b>	I.B. General Overview and Background #20 Attachment A Page 2	Vendor assumes that DSU is interested in a proposal that includes costs related to labor, staffing costs only, while all tools required to provide the services will be owned and made available by DSU. Is this assumption correct?
<b>Response</b>		<b>Yes, with the exception of the work order system. The current solution is provided by the current Vendor. If the awarded Vendor does not have a work order</b>



Vendor Question No.	Verified RFP Cite	Question/Answer
		<b>solution for this engagement, DSU will procure a work order system in accordance with the Vendor's recommendation</b>
<b>Question 67</b>	I.D. Detailed Specifications #27 Attachment A Page 3	In statement 27, besides the 7+3 students performing those functions, does the vendor require to provide additional staff to perform the same functions, or are the 10 students sufficient to accommodate all the requests related to those functions? If provider is required to provide additional staff, please state how many people the current provider has in the campus.
<b>Response</b>		<b>The ten students adequately provide the student services. However, there are times when the student positions are not filled and staff from the awarded Vendor would be used to fill those positions. An example would be the campus switchboard; if a student is unavailable, those services must continue to be provided from the Vendor's currently allocated resources.</b>
<b>Question 68</b>	I.E. Current Campus Technology Overview #30 Attachment A Page 4	In statement 30, we understand that the DSU environment is highly virtualized. Can you please clarify what is(are) the virtualization platform(s) DSU currently uses? Such as Vmware, Hyper-V, or any other(s)? How many physical servers do you have for each platform, acting as the hypervisors?
<b>Response</b>		<b>VMWare is hosted on a Cisco UCS blade environment. There are currently eight hosts.</b>
<b>Question 69</b>	I.F. Description of Current Systems Attachment A Page 4-5	Provide more details about the Active Directory environment, such as number of domains, forests, total number of AD users, existing integrations between AD and other systems
<b>Response</b>		<b>DSU has one parent domain, deltastate.edu (approximately 1,500 users), and a child domain, okramail.deltastate.edu (approximately 6,000 users).</b>
<b>Question 70</b>	I.F. Description of Current Systems Attachment A Page 4-5	What are the backup technologies/tools do you use? State the amount of data (Gbytes/Tbytes) is currently being backup up in a daily/weekly/monthly basis (incremental/full). Also, if possible, provide details about the medias used for backup, such as tape libraries, virtual tapes, tapeless technologies, etc.
<b>Response</b>		<b>All data is backed up to an EMC Data Domain on nightly, weekly, and monthly schedules. DSU currently has about 20TB compressed data on the EMC Data Domain.</b>
<b>Question 71</b>	I.F. Description of Current Systems	We understand that DSU uses Cisco UCS for the majority of servers and storage needs. Please, state the volumes of storage currently consumed (raw, allocated, used).

Vendor Question No.	Verified RFP Cite	Question/Answer
	Attachment A Page 4-5	Also, state what are the Storage Management Software and tools used to manage it.
<b>Response</b>		<b>DSU has a Cisco UCS that is connected to three primary storage arrays. There are currently about 120 virtualized servers running on the Cisco UCS utilizing VMWare. There is adequate storage space on the storage arrays to accommodate current storage requirements, as well as plenty of additional capacity for growth. If additional storage is needed, the Vendor will make a recommendation to DSU on capacity to be procured. The University uses VMWare for Storage Management Software.</b>
<b>Question 72</b>	I.F. Description of Current Systems Attachment A Page 4-5	What is (are) the version(s) of Microsoft Exchange currently used by DSU? How many Exchange servers do you have? Can you also clarify what services use MS-Exchange, and what services are in O365 cloud platform?
<b>Response</b>		<b>DSU has two on premise Exchange servers that manage the hybrid infrastructure for Office365. All data storage for mail is in the cloud. DSU does not have any services using MS-Exchange.</b>
<b>Question 73</b>	I.F. Description of Current Systems Attachment A Page 4-5	We understand that DSU uses MS-SQL as the database technology. Please, provide the volume information, such as number of instances, and number of databases. If other DB technologies are used besides MS-SQL, also state the number of instances and databases for each of them.
<b>Response</b>		<b>Ellucian Banner is currently utilizing version 12C Oracle as its database. There are two instances of Oracle for Banner, a production and pre-production instance.</b>
<b>Question 74</b>	I.F. Description of Current Systems Attachment A Page 4-5	We understand that DSU uses Cspire as the telecom provider for the WAN & Internet circuits. We assume that the routers (and WAN/Internet services) at the DSU edge are managed by Cspire, and in case of any anomaly in those services, the vendor will interact and follow-up with Cspire on behalf of DSU to get any issues fixed. Is this assumption correct?
<b>Response</b>		<b>Yes. Cspire also hosts the University VoIP system. Any troubleshooting of on campus devices would be the responsibility of the awarded Vendor. Although Cspire has a WAN router on campus, DSU also has a network router/switch that connects to the CSpire router. All network equipment with DSU inventory numbers would be the responsibility of the awarded Vendor.</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
<b>Question 75</b>	I.F. Description of Current Systems Attachment A Page 4-5	How many circuits does DSU have in total, either contracted from Cspire or any other telecom provider?
<b>Response</b>		<b>DSU has two redundant connections for WAN and two redundant connections for voice.</b>
<b>Question 76</b>	I.F. Description of Current Systems Attachment A Page 4-5	From the total of 150 switches, how many are Cisco, and how many are Meraki? If possible, share the models of the switches.
<b>Response</b>		<b>DSU asks that you assume there are half of each of the switches. Please see the response to Question 110 for specific model numbers.</b>
<b>Question 77</b>	I.F. Description of Current Systems Attachment A Page 4-5	Regarding the Windows and Apple user's desktops/laptops, vendor assumes that patching, imaging, apps packaging are services included in the scope for the vendor. Is this assumption correct?
<b>Response</b>		<b>Yes, that is correct.</b>
<b>Question 78</b>	I.F. Description of Current Systems Attachment A Page 4-5	If assumption above is correct about imaging, please provide the total number of images currently used for Windows, and for Apple. Also, how often the images are updated?
<b>Response</b>		<b>Apple computers are not imaged, only Windows computers. DSU currently has 2 Windows images. Images are updated on an as needed basis but is typically every 6 months.</b>
<b>Question 79</b>	I.F. Description of Current Systems Attachment A Page 4-5	If assumption above is correct about app packaging, please provide the total number of application packages currently being managed by DSU. And also, how many packages are built/updated in a monthly basis?
<b>Response</b>		<b>The University does not use app packaging. Apps are included in the full images listed above.</b>
<b>Question 80</b>	I.F. Description of Current Systems Attachment A Page 4-5	What are the tools being used for desktop/laptop patching, imaging, packaging? Vendor assumes that those tools could be leveraged by the vendor. Please, confirm.
<b>Response</b>		<b>Microsoft System Center Configuration Manager (SCCM) is in use. DSU's preference is for the awarded Vendor to use University tools when available.</b>
<b>Question 81</b>	I.F. Description of Current Systems	What are the tools being used for monitoring the infrastructure (servers, storage, backup, network devices,

Vendor Question No.	Verified RFP Cite	Question/Answer
	Attachment A Page 4-5	etc)? Vendor assumes that those tools could be leveraged by the vendor. Please, confirm.
<b>Response</b>		<b>The current Vendor uses Solarwinds. However, the University is migrating monitoring to LogicMonitor which can be leveraged by the Vendor.</b>
<b>Question 82</b>	I.F. Description of Current Systems Attachment A Page 4-5	What is the main ITSM tool being used as the ticket system, and other ITIL functions (Problem, Change, Service Requests)? Vendor assumes that those tools could be leveraged by the vendor. Please, confirm.
<b>Response</b>		<b>The current Vendor utilizes an instance of ServiceNow. If the awarded Vendor does not have an ITSM tool for this engagement, DSU will procure a tool in accordance with the Vendor's recommendation and will work with the awarded Vendor to establish a new ticketing system. DSU's preference is for the awarded Vendor to use University tools when available.</b>
<b>Question 83</b>	I.F. Description of Current Systems Attachment A Page 4-5	What is the main tool being used for Hardware Asset Management? And for Software/licenses management? Vendor assumes that those tools could be leveraged by the vendor. Please, confirm.
<b>Response</b>		<b>Microsoft System Center Configuration Manager (SCCM) is in use. DSU's preference is for the awarded Vendor to use University tools when available.</b>
<b>Question 84</b>	I.F. Description of Current Systems #31 Attachment A Page 6	In statement 31, can you please provide the breakdown of the 60 Windows servers across the multiple functions stated there? (Active Directory, MS SQL, File servers, print servers, backup servers, etc.)
<b>Response</b>		<b>The 60 Windows servers encompass various applications. Refer to the Current Server List beginning on page 34 of this document.</b>
<b>Question 85</b>	I.F. Description of Current Systems #31 Attachment A Page 4	From the total of 60 Windows servers, how many are physical, and how many are virtual?
<b>Response</b>		<b>All of the Windows servers are virtual.</b>
<b>Question 86</b>	I.F. Description of Current Systems #31 Attachment A Page 4	From the total of 40 Linux servers, how many are physical, and how many are virtual?
<b>Response</b>		<b>All of the Linux servers are virtual.</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
<b>Question 87</b>	I.F. Description of Current Systems Attachment A # 38 Page 5	Is wireless being considered as part of the management services for this RFP? If so, please provided manufacture and quantities.
<b>Response</b>		<b>Yes. DSU has approximately 570 Meraki wireless access points.</b>
<b>Question 88</b>	II. A. Security Attachment A Page 9	Please provide a list of regulations that your environment is required to comply with.
<b>Response</b>		<b>All Systems for DSU must follow all applicable local, state, and federal laws. Any supported system must be managed in a way that does not violate FERPA and GLBA regulations. All services provided must allow DSU to be and remain in compliance with the State of Mississippi's Enterprise Security Policy and the State of Mississippi's Enterprise Cloud and Offsite Hosting Security Policy.</b>
<b>Question 89</b>	II. A. Security Attachment A Page 9	Is your organization governed under any privacy laws that prevent information to cross geographical country boundaries?
<b>Response</b>		<b>See Amendment Number 9 above for laws, governing regulations, and policies that address information crossing geographical country boundaries.</b>
<b>Question 90</b>	II. A. Security Attachment A Page 9	Please provide a list of Security technologies used, (include quantities)
<b>Response</b>		<b>As this could create a security vulnerability, DSU does not wish to openly share this information. However, the University is open to discussing the security technologies used with the awarded Vendor and the awarded Vendor may list the security technologies that it has experience with.</b>
<b>Question 91</b>	II. A. Security #71 Attachment A Page 9	Do you want us to bring our tools or use your tools?
<b>Response</b>		<b>DSU's preference is for the awarded Vendor to use University tools when available and feasible.</b>
<b>Question 92</b>	II. A. Security #71 Attachment A Page 9	Please provide requirements for technical mechanisms for safeguarding sensitive and confidential information subject to regulatory requirements such as encryption/monitoring.
<b>Response</b>		<b>The University conducts a security audit every 3 years and reviews that audit quarterly for changes. The Vendor is expected to follow NIST and/or ISO standards and notify the university of areas of weakness. Since the university had databases that contain sensitive employee and student data, strict</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
		<b>adherence to FERPA and GLBA regulations is also required.</b>
<b>Question 93</b>	II. A. Security #72 Attachment A Page 9	Regarding the 24/7/365 forensic analysis team that provides auditing and assessments, what type of auditing and assessments are required? (i.e. Server log, server access, Qualys, ACAS, SPLUNK scans, etc.)
<b>Response</b>		<b>General investigative and discovery reporting if a breach occurs will be required by the forensic analysis team and the ability to stop the threat from advancing to other systems.</b>
<b>Question 94</b>	II. A. Security #72 Attachment A Page 9	What are your requirements regarding support for internal and external audits, SSAE 16, regulatory examinations, and control assessments? Please provide the detailed requirements for each of the audits (ie. number of audits per year in each category as well as detailed expectations for supporting these categories of events) required to fulfill the security scope.
<b>Response</b>		<b>While there are typically at least two audits per year, other various audits may be performed on the campus as required by the Institutions of Higher Learning (IHL). The awarded Vendor would be required to provide information as requested.</b>
<b>Question 95</b>	II. A. Security #73 Attachment A Page 9	Regarding the 24/7/365 qualified security team to assist the University with IT security activities, please describe the activities referenced. What type of qualifications must the security team possess? Will the team need to be on-site or remote? What type of certifications are needed?
<b>Response</b>		<b>The security team will monitor critical institutional servers, provide IT security auditing and assessments, and assist DSU with IT security activities. Remote assistance would meet this requirement. It is expected that the Vendor would have staff that would have attained either the Certified Information Systems Security Professional (CISSP) and/or Certified Information Systems Auditor (CISA) or equivalent security certification.</b>
<b>Question 96</b>	II. B. Help Desk Attachment A Page 9	By position, how many employees work on your Help Desk? (CSRs, Team Lead/SME, Manager, Regulars)
<b>Response</b>		<b>The Help Desk is currently contracted by a Service Level Agreement (SLA) of less than 60 seconds to answer a call. See Amendment Number 11 above.</b>
<b>Question 97</b>	II. B. Help Desk #75 Attachment A Page 9	What are the five most common call types (status, terminal resets, passwords, application help, "how to", etc.)?
<b>Response</b>		<b>The most common Help Desk calls are password resets, how to, and other general questions.</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
<b>Question 98</b>	II. B. Help Desk #76 Attachment A Page 9	Can you provide the breakdown of the 5,000 contacts made to the Help Desk, across calls, chat, email, and any other ways of support?
<b>Response</b>		<b>Approximately 40% of the cases come in via phone while 59% are sent via email. Chat makes up less than 1% of the contacts to the Help Desk.</b>
<b>Question 99</b>	II. B. Help Desk #76 Attachment A Page 9	We assume that all the Help Desk support is in English language only. Please, confirm.
<b>Response</b>		<b>Yes, that is correct.</b>
<b>Question 100</b>	II. C. User Services Attachment A Page 9	On average, how many requests for Deskside support do you receive on a daily basis by location?
<b>Response</b>		<b>Approximately ten requests are received daily that require in person support. This number could increase based on demand and the time of the year.</b>
<b>Question 101</b>	II. C. User Services Attachment A Page 9	Can you please provide a site list that requires the presence of dedicated staff, current number of support personnel onsite and the reasons for the manned presence?
<b>Response</b>		<b>DSU is a single site and the current organizational chart which depicts the onsite support roles is on page 20 of Attachment A.</b>
<b>Question 102</b>	II. C. User Services Attachment A Page 9	Does onsite support include hands and feet support for servers, storage devices or network equipment? Please explain if support is more than hands and feet.
<b>Response</b>		<b>Yes onsite support is required for servers, storage devices and network equipment. Please see the organizational chart on page 20 of Attachment A.</b>
<b>Question 103</b>	II. C. User Services Attachment A Page 9	We understand that the Help Desk coverage hours is 24x7, but what about the local support for the students/staff at the campus University? Please state the start/end times for each of the 7 days of the week. We are interested to know the "after hours" stated in item 83.G, page 12.
<b>Response</b>		<b>Normal working hours for staff are from 8:00 am to 5:00 pm CST Monday through Friday. Summer hours are from 7:00 am to 5:30 pm CST Monday through Thursday. Schedules may vary to accommodate support needs. After hours support would be required when systems fail or are inoperable.</b>
<b>Question 104</b>	II. C. User Services #81	What is the tool used for remote control (remote support) being used for the Help Desk agents remotely control the

Vendor Question No.	Verified RFP Cite	Question/Answer
	Attachment A Page 9	user's laptops/desktops, in case it is needed? We assume this tool can be leveraged by the vendor, please confirm
<b>Response</b>		<b>The current tool used by the Help Desk agents is QuickAssist or Zoom. The Vendor may leverage these tools for providing support.</b>
<b>Question 105</b>	II. C. User Services #84 Attachment A Page 10	For Software Asset Management and Licenses control stated in item 84, please state how many licenses, applications, software titles, contracts are currently in place
<b>Response</b>		<b>The University currently has contracts on common software titles used in academic settings. Most of the common software titles are:</b> <ul style="list-style-type: none"> <li>• Adobe (Various products)</li> <li>• Microsoft (Various Products - campus agreement)</li> <li>• SPSS (100 licenses)</li> <li>• Zoom (Based on IPEDS Student Data)</li> <li>• Instructure Canvas (Based on IPEDS Student Data)</li> <li>• Various small miscellaneous individual licenses</li> </ul>
<b>Question 106</b>	II. C. User Services #86 Attachment A Page 10	Support for Audio Visual equipment: please provide the number of devices and number of potential classrooms, meeting rooms to be supported by the vendor.
<b>Response</b>		<b>The University has approximately 175 classrooms and meeting spaces on campus of which most are equipped with a minimum of computer, projector and speakers. The university also has an AV Loan program where faculty and staff may check out portable equipment and speakers. For any campus events sponsored by Vice President or above, in areas that do not have AV equipment, the Vendor would be responsible for setting up and taking down equipment. These special events are typically less than 50 per year and the existing support staff have been adequate for this setup.</b>
<b>Question 107</b>	II. C. User Services #87 Attachment A Page 10	In statement 87, we assume that the hardware is currently owned and will be owned by DSU. The vendor's role is to set up the machine and make it available to be used by the end-user. Is this assumption correct?
<b>Response</b>		<b>Yes, that is correct.</b>
<b>Question 108</b>	II. C. User Services #89 Attachment A Page 10	The "Mobile Support" mentioned in statement 89 relates to assistance to user's BYOD to enable them to use the audio and visual equipment. The MDM (Mobile Device Management) Services using platforms such as InTune/MobileIron/AirWatch/MaaS360 are assumed to be out-of-scope. Please, confirm.
<b>Response</b>		<b>Yes, it is correct that the Vendor is not responsible for mobile device management or tracking mobile</b>



Vendor Question No.	Verified RFP Cite	Question/Answer
		<b>devices, just providing user assistance on those devices.</b>
<b>Question 109</b>	II. D. Detailed Specifications #28 Attachment A Page 3	In statement 28, please provide more details about what activities do these associates perform (or will perform), when interacting with the vendor.
<b>Response</b>		<b>The associates will handle all information technology needs in their area. Occasionally, as a courtesy, Vendor may respond to questions from these areas.</b>
<b>Question 110</b>	II. E. Infrastructure Services Attachment A Page 11	Please provide an inventory of each group of asset classifications.
<b>Response</b>		<p><b>61 x Meraki Switch</b></p> <ul style="list-style-type: none"> <li>• 3 x MS120</li> <li>• 15 x MS220</li> <li>• 31 x MS225</li> <li>• 12 x MS250</li> </ul> <p><b>120 x Cisco Switch</b></p> <ul style="list-style-type: none"> <li>• 64 x Catalyst 3560</li> <li>• 1 x Catalyst 3500</li> <li>• 12 x Catalyst 2960S</li> <li>• 2 x Cisco 9500</li> <li>• 2 x Cisco 9300</li> <li>• 13 x Catalyst 3550</li> <li>• 13 x Catalyst 2960X</li> <li>• 2 x Catalyst 3560CX</li> <li>• 2 x 3500XL</li> <li>• 1 x Catalyst 3750</li> <li>• 6 x Catalyst 2960</li> <li>• 2 x Cisco 5548</li> </ul> <p><b>15 x Ubiquiti Switch</b></p> <ul style="list-style-type: none"> <li>• 1 x US-24-250W</li> <li>• 2 x US-48-750W</li> <li>• 10 x US-8-60W</li> <li>• 2 x USW-Pro-48-PoE</li> </ul> <p><b>570 x Meraki Wireless Access Points</b></p> <ul style="list-style-type: none"> <li>• 256 x MR30H</li> <li>• 295 x MR42</li> <li>• 12 x MR74</li> <li>• 5 x MR84</li> <li>• 2 x MR86</li> </ul>
<b>Question 111</b>	II. E. Infrastructure	Please provide network diagrams.

Vendor Question No.	Verified RFP Cite	Question/Answer
	Services #94 Attachment A Page 12	
Response		<b>DSU does not wish to publish network diagrams as it would pose a security risk.</b>
<b>Question 112</b>	II. E. Infrastructure Services #94 Attachment A Page 12	Please provide an inventory including model, make, status and location of all routers, switches, wireless access points, firewalls and networking appliances. (also include any other types of network devices present on your network).
Response		<p><b>61 x Meraki Switch</b></p> <ul style="list-style-type: none"> <li>• 3 x MS120</li> <li>• 15 x MS220</li> <li>• 31 x MS225</li> <li>• 12 x MS250</li> </ul> <p><b>120 x Cisco Switch</b></p> <ul style="list-style-type: none"> <li>• 64 x Catalyst 3560</li> <li>• 1 x Catalyst 3500</li> <li>• 12 x Catalyst 2960S</li> <li>• 2 x Cisco 9500</li> <li>• 2 x Cisco 9300</li> <li>• 13 x Catalyst 3550</li> <li>• 13 x Catalyst 2960X</li> <li>• 2 x Catalyst 3560CX</li> <li>• 2 x 3500XL</li> <li>• 1 x Catalyst 3750</li> <li>• 6 x Catalyst 2960</li> <li>• 2 x Cisco 5548</li> </ul> <p><b>15 x Ubiquiti Switch</b></p> <ul style="list-style-type: none"> <li>• 1 x US-24-250W</li> <li>• 2 x US-48-750W</li> <li>• 10 x US-8-60W</li> <li>• 2 x USW-Pro-48-PoE</li> </ul> <p><b>570 x Meraki Wireless Access Points</b></p> <ul style="list-style-type: none"> <li>• 256 x MR30H</li> <li>• 295 x MR42</li> <li>• 12 x MR74</li> <li>• 5 x MR84</li> <li>• 2 x MR86</li> </ul> <p>Edge firewalls are in place on both primary and redundant internet connections. Firewall brand is intentionally excluded from this response so as not to create a security concern; however, both are from</p>

Vendor Question No.	Verified RFP Cite	Question/Answer
		<b>a vendor highly ranked on the Gartner Magic Quadrant.</b>
<b>Question 113</b>	II. E. Infrastructure Services #94 Attachment A Page 12	What are the total number of sites supported by the data network?
<b>Response</b>		<b>There is one main site and approximately 64 buildings.</b>
<b>Question 114</b>	II. E. Infrastructure Services #94 Attachment A Page 12	Do you want us to bring our tools or use your tools?
<b>Response</b>		<b>DSU's preference is for the awarded Vendor to use University tools when available.</b>
<b>Question 115</b>	II. E. Infrastructure Services #94 Attachment A Page 12	Regarding CSpire VoIP platform, please provide more details about volumes. Number of T1 trunks, extentions, softphones, hardphones (and their models), voicemail boxes, toll-free numbers, users, etc.
<b>Response</b>		<b>The solution is a totally hosted VoIP system, therefore there are no trunks, T1's etc. The University has approximately 475 VoIP Polycom 411 hardphones and approximately 50 fax lines. All phones are provided with voicemail. DSU has one toll-free number.</b>
<b>Question 116</b>	II. E. Infrastructure Services #95 Attachment A Page 12	For hardware support, please provide an inventory including model, make, status and location of all devices under this support.
<b>Response</b>		<b>Please see page 5 item 33 of Attachment A for hardware support.</b>
<b>Question 117</b>	II. E. Infrastructure Services #95.E Attachment A Page 12	On Item "e", Is the vendor to assume that no solution exists today, and the vendor is expected to provide one as part of this RFP response? If there is, please provide specifics on current solution.
<b>Response</b>		<b>DSU currently has systems and processes in place for this purpose; however, recommendations from the awarded Vendor over the period of the contract will be reviewed for enhancements. Specifics on the current security solution are intentionally excluded from this response to reduce the chance of creating a security concern.</b>
<b>Question 118</b>	II. E. Infrastructure	Please describe the activities included under hardware and software support.

Vendor Question No.	Verified RFP Cite	Question/Answer
	Services #96.A Attachment A Page 13	
<b>Response</b>		<b>All IT hardware and software support for the DSU campus are expected to be covered by the awarded Vendor.</b>
<b>Question 119</b>	II. E. Infrastructure Services #96.B Attachment A Page 13	Who will perform overall architecture management? What is scope of Client architectural support? Can we receive a definition of the scope?
<b>Response</b>		<b>Vendor references 96 B but the State believes this question references 97 B. System network and design will be recommended by the awarded Vendor. However, final design and approval will come from the University.</b>
<b>Question 120</b>	II. E. Infrastructure Services #96.B Attachment A Page 13	Does Architecture/Design Documentation Exist? Please provide.
<b>Response</b>		<b>Vendor references 96 B but the State believes this question references 97 B. DSU does not wish to publish network diagrams as it would pose a security risk.</b>
<b>Question 121</b>	II. E. Infrastructure Services #96.B Attachment A Page 13	Please describe the design functions being requested.
<b>Response</b>		<b>Vendor references 96 B but the State believes this question references 97 B. System network and design will be recommended by the awarded Vendor. However, final design and approval will come from the University.</b>
<b>Question 122</b>	II. E. Infrastructure Services #96.B Attachment A Page 13	Which teams/roles are involved in the Design/Review phase?
<b>Response</b>		<b>Network staff and directors will be involved. Please see the organizational chart on page 20 of Attachment A.</b>
<b>Question 123</b>	II. E. Infrastructure Services #97 Attachment A Page 13	Number of servers being backed up?

Vendor Question No.	Verified RFP Cite	Question/Answer
Response		<b>All servers and data stores are backed up. The University has approximately 100 active servers. Please see the Current Server List beginning on page 34 of this document.</b>
Question 124	II. E. Infrastructure Services #97 Attachment A Page 13	Is there a documented backup procedure? Please provide.
Response		<b>Backups are automatic and based on a preset schedule; incremental backups are completed nights, with weekly, and monthly full backups.</b>
Question 125	II. E. Infrastructure Services #97.C Attachment A Page 13	Is there a documented plan in place for recovery?
Response		<b>Yes. There is a disaster recovery (DR) plan in place.</b>
Question 126	II. E. Infrastructure Services #97.D Attachment A Page 13	Please describe your current DR Program.
Response		<b>The DR program is an internal document and will be reviewed with the awarded Vendor. Specifics on the DR program are intentionally excluded from this response to reduce the chance of creating a security concern.</b>
Question 127	II. E. Infrastructure Services #97.E Attachment A Page 13	Please provide baselines for MACD.
Response		<p><b>The reference Vendor cited (97.E) does not exist, but the following information is being provided to answer the question.</b></p> <p><b>For requests that created a work order, annual totals:</b></p> <ul style="list-style-type: none"> <li>• <b>How-to/Training – Approximately 800 cases</b></li> <li>• <b>Account Maintenance – Approximately 675 cases</b></li> <li>• <b>Password Reset – Approximately 650 cases</b></li> <li>• <b>Install/Setup – Approximately 500 cases</b></li> <li>• <b>Instructional Design – Approximately 225 cases</b></li> <li>• <b>PC How-to/Training – Approximately 200 Cases</b></li> <li>• <b>Report Requests – Approximately 150 Cases</b></li> </ul>

Vendor Question No.	Verified RFP Cite	Question/Answer
		<ul style="list-style-type: none"> <li>• <b>Install Software Approximately 150 Cases</b></li> <li>• <b>Desktop/Laptop support – Approximately 100 Cases</b></li> <li>• <b>Connect to Printer – Approximately 100 Cases</b></li> <li>• <b>Other – Approximately 1250 cases</b></li> </ul> <p><b>Area Breakdown</b></p> <ul style="list-style-type: none"> <li>• <b>Desktop Services – 18%</b></li> <li>• <b>Network Services – 22%</b></li> <li>• <b>Help Desk – 30%</b></li> <li>• <b>Telecom – 5%</b></li> <li>• <b>Instructional Technology – 10%</b></li> <li>• <b>Events – 7%</b></li> <li>• <b>Administrative Services – 8%</b></li> </ul>
<b>Question 128</b>	II. E. Infrastructure Services #99 Attachment A Page 13	Regarding "Installation, Upgrade, Replacement, and Maintenance of Hardware and Software" from item 99, provide an estimate number of IMACDs in a monthly or yearly basis
<b>Response</b>		<b>This number will vary based on demand and funding. The current organizational chart on page 20 of Attachment A has been the appropriate number of staffing to date.</b>
<b>Question 129</b>	II. E. Infrastructure Services #99.F+G Attachment A Page 13	On Item "f & g", Is the vendor to assume that no solution exists today, and the vendor is expected to provide one as part of this RFP response? If there is, please provide specifics on current solution.
<b>Response</b>		<b>A virus management system and virus awareness program both exist today. The University utilizes multiple technologies for virus protection including Cisco Umbrella for DNS scans, desktop and server virus protection, and Barracuda for email scanning. The University has Barracuda and Infosec for security awareness training. Vendor may use these tools for services to be provided.</b>
<b>Question 130</b>	II. E. Infrastructure Services #100 Attachment A Page 13	What is the manufacture and models of your current Camera System and Software?
<b>Response</b>		<b>DSU currently utilizes Milestone Xprotect Enterprise with the following AXIS camera models:</b> <ul style="list-style-type: none"> <li>• <b>AXIS 6100E</b></li> <li>• <b>AXIS M3057</b></li> </ul>

Vendor Question No.	Verified RFP Cite	Question/Answer
		<ul style="list-style-type: none"> <li>• <b>AXIS M2026-LE</b></li> <li>• <b>AXIS M30</b></li> <li>• <b>AXIS P14</b></li> <li>• <b>Axis m20</b></li> </ul>
<b>Question 131</b>	II. E. Infrastructure Services #100 A Attachment A Page 13	Please provide any drawing or diagrams related to the existing camera and infrastructure installed on campus? Camera count? Current hardware and video management system installed?
<b>Response</b>		<b>The campus currently has approximately 400 network connected cameras. All hardware is virtualized with storage provided in the Data Center.</b>
<b>Question 132</b>	II. E. Infrastructure Services #100 B Attachment A Page 13	Please provide any infrastructure drawings supporting the camera network.
<b>Response</b>		<b>There are no diagrams available. DSU will work with the awarded Vendor for needed information.</b>
<b>Question 133</b>	II. E. Infrastructure Services #100 C Attachment A Page 13	Part C is dependent on the information provided in part a and b above. If this information is not available, is the University open to a gap analysis proposal with a secondary recommendation and cost proposal subsequent to a completed gap analysis?
<b>Response</b>		<b>Part C is an ongoing project which will be reviewed by the awarded Vendor and DSU. This is not required as a part of the Vendor's proposal – only the details of how the Vendor will provide the services (Vendor's approach) is required in the proposal response.</b>
<b>Question 134</b>	II. F. Enterprise Application Services #101 A Attachment A Page 13	Please provide an application inventory to include application to server mapping.
<b>Response</b>		<b>Please refer to the Current Server List beginning on page 34 of this document.</b>
<b>Question 135</b>	II. G. General Technology Management and Administration #104+105 Attachment A Page 14	Regarding DSU's plans to move some positions from outsourced to in-house, please state what would be the potential positions/roles/functions that would be the target of this move.
<b>Response</b>		<b>While DSU anticipates a phased approach, the time frame and potential positions, roles, and functions</b>

Vendor Question No.	Verified RFP Cite	Question/Answer
		<b>have not yet been determined. DSU will work with the awarded Vendor on a transition plan.</b>
<b>Question 136</b>	II. G. General Technology Management and Administration #104+105 Attachment A Page 14	We assume that the 80 hours of knowledge transfer that the vendor has to account for, when moving the position from outsourced to inhouse is "per person, per position". Is this assumption correct?
<b>Response</b>		<b>Yes, that is correct. Refer to Amendment Numbers 10 and 12.</b>
<b>Question 137</b>	II. G. General Technology Management and Administration #116.A Attachment A Page 17	Please share current physical and logical diagrams.
<b>Response</b>		<b>DSU does not wish to publish network diagrams as it would pose a security risk.</b>
<b>Question 138</b>	II. G. General Technology Management and Administration #116.B Attachment A Page 17	Please share current asset inventory.
<b>Response</b>		<b>DSU does not wish to publish current asset inventory as it would pose a security risk.</b>
<b>Question 139</b>	II. G. General Technology Management and Administration #117 Attachment A Page 17	Does DSU have up to date network drawings or is the vendor expected to provide this data as part the scope of services for this RFP?
<b>Response</b>		<b>DSU has up to date network drawings but does not wish to publish network diagrams as it would pose a security risk. The Vendor is not expected to provide data network drawings as part of the scope of services for this RFP, but will be required to maintain the drawings as changes occur.</b>

RFP responses are due Friday, June 25, 2021, at 3:00 p.m. (Central Time).



If you have any questions concerning the information above or if we can be of further assistance, please contact Sheila Kearney at 601-432-8138 or via email at [Sheila.Kearney@its.ms.gov](mailto:Sheila.Kearney@its.ms.gov).

cc: ITS Project File Number 45826

Enclosure: Revised Cost Information Submission Form

### Current Server List

[illegible]

<b>Server Department</b>	<b>Purpose</b>	<b>Type</b>
Network Services	Domain Controller	Windows
Network Services	Domain Controller	Windows
Network Services	Ellucian Helpdesk RDS Service	Windows
Administrative Services	Evisions Server	Windows
Network Services	Exchange Server	Windows
Network Services	Exchange Server	Windows
Network Services	File Server	Windows
Network Services	GIS File Server	Windows
Network Services	Library Pharos SignUp	Windows
Network Services	Linux Web Server	Linux
Network Services	Linux Web Server	Linux
Network Services	Linux Web Server	Linux
Network Services	Luibrary EZPROXY Server	Linux
Network Services	Network Access Server	Linux
Network Services	Network Access Server	Linux
Administrative Services	OneKard Server	Windows
Network Services	Pharos Uniprint Server	Windows
Network Services	Pharos Uniprint Server	Windows
Network Services	Police CAD Server	Windows
Administrative Services	POS Server	Windows
Network Services	Print Server	Windows
Network Services	Public DNS Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Windows
Administrative Services	Recruiter Server	Linux
Network Services	SCCM Server	Windows
Network Services	VMWare Server	VMWare
Network Services	VMWare Server	VMWare
Network Services	VMWare Server	VMWare
Network Services	VMWare Server	VMWare
Network Services	VMWare Server	VMWare

<b>Server Department</b>	<b>Purpose</b>	<b>Type</b>
Network Services	VMWare Server	VMWare
Network Services	VMWare Server	VMWare
Network Services	VMWare Server	VMWare
Network Services	VMWare Server	VMWare
Network Services	VMWare Server	VMWare
Network Services	VMWare Server	VMWare
Network Services	WDS Server	Windows
Administrative Services	Windows Server	Windows
Network Services	Windows Web Server	Windows